

**Massachusetts Electric Company**  
Reliability - Outage Frequency (1)

	(a)	(b)	(c)	<u>Frequency</u>
<u>Calendar Year</u>	<u>Customer Hrs Interrupted</u>	<u># Customers Interrupted</u>	<u>Avg # of Customers *</u>	<u>formula: (b) / (c)</u> <u>Average</u>
1996	1,694,857	1,474,258	1,161,288	1.270
1997	1,633,701	1,287,406	1,175,182	1.095
1998	1,489,774	1,291,802	1,191,012	1.085
1999	1,674,243	1,468,695	1,192,597	1.232
2000	1,759,109	1,384,793	1,203,656	1.150
			Average	1.166
			STD	0.082
			Max level	1.330
			25% level	1.248
			Average	1.166
			25% level	1.084
			Max level	1.002

Note: Data source - National Grid USA IDS system. Reliability indices exclude 1) All transmission related outages where the Company does not own or operate the equipment, 2) any interruption at the secondary, transformer or service level, or 3) exclusions allowed under the new storm guidelines (any event that causes 15% of customer served in any operating area to be interrupted during the

(1) Frequency per Customer Served = # of Customers Interrupted / Average # of Customers

**Massachusetts Electric Company**  
Reliability - Outage Duration (1)

	(a)	(b)	(c)	<u>Duration (mins):</u>
<u>Calendar Year</u>	<u>Customer Hrs Interrupted</u>	<u># Customers Interrupted</u>	<u>Avg # of Customers *</u>	<u>formula: (a) / (c) * 60</u> <u>Average</u>
1996	1,694,857	1,474,258	1,161,288	87.568
1997	1,633,701	1,287,406	1,175,182	83.410
1998	1,489,774	1,291,802	1,191,012	75.051
1999	1,674,243	1,468,695	1,192,597	84.232
2000	1,759,109	1,384,793	1,203,656	87.688
			Average	83.59
			STD	5.15
			Max level	93.88
			25% level	88.74
			Average	83.59
			25% level	78.44
			Max level	73.30

Note: Data source - National Grid USA IDS system. Reliability indices exclude 1) All transmission related outages where the Company does not own or operate the equipment, 2) any interruption at the secondary, transformer or service level, or 3) exclusions allowed under the new storm guidelines (any event that causes 15% of customer served in any operating area to be interrupted during the event).

(1) Duration per Customer Served (minutes) = Customer Hours Interrupted / Average Customers X 60 minutes.

**Massachusetts Electric Company**  
Distribution Line Losses (1)

	(a)	(b)	Losses:
	MWh	MWh	(b)/(a)
<u>Calendar Year</u>	<u>Deliveries</u>	<u>Sales</u>	
1997	19,825,333	19,053,724	3.89%
1998	20,149,995	19,366,785	3.89%
1999	21,094,469	20,185,282	4.31%
2000	20,572,703	19,531,033	5.06%
		Average	4.29%
		STD	0.55%
		Max level	5.39%
		25% level	4.84%
		Average	4.29%
		25% level	3.74%
		Max level	3.19%

(includes: Massachusetts Electric-1997 to 2000, Eastern Edison-1997 to 2000, and Nantucket-1998 to 2000)

(1) Distribution Line Losses are defined as the difference between the total energy delivered into the system and the total energy sold to retail customers.

**Massachusetts Electric Company**  
Customer Telephone Service - Northboro Call Center

<u>Year</u>	<u>Calls Ans</u>	<u>&lt;20 sec</u>	<u>&lt;20 sec (1)</u>
1997	1,586,454	1,084,896	68.4%
1998	1,479,346	1,071,754	72.4%
1999	1,488,413	1,115,436	74.9%
2000	1,729,859	1,356,490	78.4%
Average			73.5%
STD			4.2%
Max level			65.1%
25% level			69.3%
Average			73.5%
25% level			77.7%
Max level			81.9%

(1) The Percent of Calls Answered Within 20 Seconds is calculated by dividing the number of calls answered by a customer service representative within 20 seconds by the total number of calls answered by a customer service representative during the year. A call is considered answered when it reaches a customer service representative. The time to answer is measured once the customer selects the option to speak with a customer service representative and thus leaves the recordings in the voice response unit.

1997 was the first full year of operation at the Northboro Customer Service Center

**Massachusetts Electric Company**  
On-Cycle Meter Readings

Combined			
<u>Year</u>	<u>Meters</u>	<u>Estimated</u>	<u>% Read (1)</u>
1995	14,384,989	711,827	95.05%
1996	14,346,387	1,700,521	88.15%
1997	14,473,119	1,531,557	89.42%
1998	14,703,857	1,098,071	92.53%
1999	14,802,838	1,338,426	90.96%
2000	14,224,275	823,826	94.21%
Average			91.7%
STD			2.7%
Max level			86.3%
25% level			89.0%
Average			91.7%
25% level			94.4%
Max level			97.1%

(1 Percent Read = 1 - Meters Estimated Total Meters)

(includes MECo 1995 to 2000 Eastern Ed 1995 to 2000 and Nantucket 1997 to 2000)

**Massachusetts Electric Company**  
Department of Telecommunications and Energy Cases

<u>Year</u>	<u>Combined Avg</u>		
	<u>Combined Cases (1)</u>	<u># of Resid ustomers (2) x 1,000</u>	<u>Cases (3)</u>
1992	1,099	974,062	1.13 MECo & Eastern Ed
1993	1,243	983,064	1.26 MECo & Eastern Ed
1994	1,016	993,757	1.02 MECo & Eastern Ed
1995	1,011	1,004,527	1.01 MECo & Eastern Ed
1996	899	1,013,288	0.89 MECo & Eastern Ed
1997	1,001	1,035,264	0.97 MECo, Eastern Ed and Nantucket
1998	796	1,047,159	0.76 MECo, Eastern Ed and Nantucket
1999	846	1,058,921	0.80 MECo, Eastern Ed and Nantucket
2000	819	1,058,766	0.77 MECo, Eastern Ed and Nantucket
Average			0.96
STD			0.17
Max level			1.30
25% level			1.13
Average			0.96
25% level			0.79
Max level			0.62

- 1) Source of case data: Mass DTE Con Div (Electric Company Complaint Rates)
- 2) See page 10 of 10.
- 3) Cases per 1,000 Customers = Number of Cases      Number of Customers x 1,000

**Massachusetts Electric Company**

Billing Adjustments (Between the Company and a Residential Customer)

Year	Billing Adjustments per DTE (1)	Index Factor (2)	Avg # of Customers per Month (3)	Rev Adj per 1,000 Residen Customers (4)	Only available Billing and Customer numbers used
1992	\$ 35,801	0.947	974,062	\$ 34.81	MECo and Eastern Ed Only
1993	\$ 32,137	0.873	983,064	\$ 28.53	MECo and Eastern Ed Only
1994	\$ 38,685	0.903	993,757	\$ 35.17	MECo and Eastern Ed Only
1995	\$ 29,710	0.855	1,004,527	\$ 25.30	MECo and Eastern Ed Only
1996	\$ 17,770	0.861	1,013,288	\$ 15.10	MECo and Eastern Ed Only
1997	\$ 22,900	0.876	1,035,264	\$ 19.37	MECo, Nant, and EEdison
1998	\$ 34,112	0.969	1,047,159	\$ 31.57	MECo, Nant, and EEdison
1999	\$ 15,854	1.011	1,058,921	\$ 15.14	MECo, Nant, and EEdison
2000	\$ 39,496	1.000	1,058,766	\$ 37.30	MECo, Nant (EEd combined into MECo)
Average				\$ 26.92	
STD				\$ 8.66	
Max level				\$ 44.24	
25% level				\$ 35.58	
Average				\$ 26.92	
25% level				18.26	
Max level				9.60	

(1) Source of billing adjustment data: Mass DTE Consumer Division (Consumer Division Adjustments Worksheet)

(2) See Index for Billing Adjustment worksheet (attached)

(3) See page 10 of 10.

(4) Rev. adj. per 1,000 Customers = Billing Adjustments times Index Factor divided by Avg # of Customers x 1,000

**Massachusetts Electric Company**  
Index for Billing Adjustment Worksheet:

(1) Adjustment Factor Calculation  
Residential Customer - MECO  
July Typical Bill (500 kWh per month)  
Current Yr Historical Index  
2000 (a) Year (b) (a)/(b)

\$ 48.55	\$ 51.26	0.947
\$ 48.55	\$ 55.63	0.873
\$ 48.55	\$ 53.74	0.903
\$ 48.55	\$ 56.76	0.855
\$ 48.55	\$ 56.37	0.861
\$ 48.55	\$ 55.44	0.876
\$ 48.55	\$ 50.10	0.969
\$ 48.55	\$ 48.01	1.011
48.55	\$ 48.55	1.000

b) calculation to determine the historical rates (use blending EE and MECO)

	(1)	(2)	(3)	(4)	
MECO	MECO	Eastern Ed	Eastern Ed	Avg Hist Rate	
Avg # Cust	Historical	Avg # Cust	Historical	Weighted	
per month	Year	per month	Year	(1*2+3*4)/(1+3)	
1992	819,782	50.47	154,280	55.47	51.26
1993	826,723	54.86	156,341	59.73	55.63
1994	834,581	53.22	159,176	56.45	53.74
1995	842,888	56.90	161,639	56.03	56.76
1996	850,137	56.39	163,151	56.29	56.37
1997	854,140	55.44	172,458	55.44	55.44
1998	862,830	49.80	175,452	51.56	50.10
1999	872,636	47.50	177,164	50.51	48.01
2000	989,951	48.55	59,463	48.55	48.55

Historical rates data - from EE typical bill publication July 1 Residential customers 500 kWh



**Massachusetts Electric Company**  
Lost Work Time Accidents Rate

<u>Calendar Year</u>	<u>LTAs</u>	(b)	(c)	<u>Frequency</u>
		<u># of MECo Employees</u>	<u>Hours Worked</u>	<u>formula: (a)*200,000/Hours Worked</u>
1995	28	2,046	4,100,741	1.37
1996	36	2,023	4,051,779	1.78
1997	35	1,841	3,423,644	2.04
1998	25	1,730	3,534,852	1.41
1999	25	1,626	3,230,384	1.55
2000	25	1,683	3,254,807	1.54
Average				1.61
STD				0.25
Max level				2.11
25% level				1.86
Average				1.61
25% level				1.36
Max level				1.11

Historical information includes MECo and Eastern Edison only (future periods to include Nantucket Electric

(1) Lost Time Accident Rate per 200,000 hours worked = Number of Lost Time Accidents x 200,000/Actual Hours Worked. For 1995 and 1996, actual hours worked are estimated based on 2,004 hours per employee.

**Massachusetts Electric Company**  
Average Number of Residential Customers

Source FERC Form 1 - page 301 - line 2 Residential Customers  
(Average number of customers per month for the current year)

	<u>MECo</u>	<u>Nantucket</u>	<u>Eastern Ed (1)</u>	<u>Total</u>
1992	819,782	n/a	154,280	974,062
1993	826,723	n/a	156,341	983,064
1994	834,581	n/a	159,176	993,757
1995	842,888	n/a	161,639	1,004,527
1996	850,137	n/a	163,151	1,013,288
1997	854,140	8,666	172,458	1,035,264
1998	862,830	8,877	175,452	1,047,159
1999	872,636	9,121	177,164	1,058,921
2000	989,951	9,352	59,463	1,058,766

Eastern Ed customers filed Form 1 for the short period in 2000 (Jan 1 to the merger date with MECo)